

NATIONAL WEATHER SERVICE INSTRUCTION 30-2107

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***Maintenance, Logistics, and Facilities
Systems/Equipment Maintenance, NWSPD 30-21***

NOAA WEATHER RADIO MAINTENANCE

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Certified by: OPS1 (M. Paese, Acting)

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SUMMARY OF REVISIONS: This instruction implements NWSPD 30-21, *Systems/Equipment Maintenance*, and supersedes WSOM Chapter H-52, *NOAA Weather Radio Maintenance Policy*, Issuance 85-2, dated February 19, 1985.

Signed by _____

October 30, 2002

John McNulty, Jr.

Date

Director, Office of Operational
Systems

NOAA Weather Radio Maintenance

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1. Purpose. This instruction establishes specific NOAA Weather Radio (NWR) maintenance responsibilities and guidelines by defining National Weather Service Headquarters (WSH), regional, and field roles. This instruction also documents methods for ensuring contract/management compliance with NWR equipment performance and maintenance requirements.

2. Implementation. Each region will implement this NWR instruction and designate the appropriate regional personnel through a memo to the NWR national focal point. The information in the memorandum should include the person's name and phone number. In addition, the region will designate the station manager or other station personnel to initiate contractor service calls. A copy of this memorandum will be provided to the Director, Maintenance, Logistics, and Acquisition Division (OPS1). The National Weather Service (NWS) will seek the most cost-effective means for maintenance of NWR equipment and systems. This may involve a mix of NWS personnel and national, state, or local service contractors. Where NWR maintenance is performed by NWS staff, maintenance responsibility is assigned to the office with equipment oversight. Additional general guidance is provided in NWS Instruction 30-2101. Instruction 30-3107 may also be supplemented at the regional level. Supplements will be formatted following guidance in NWSI 1-101, *NWS Directives System - Structure and Management*.

3. Duties.

3.1 Regional Director (RD). The RD is responsible for assuring all NWR equipment within the region is maintained to meet operational requirements. The RD may choose to accomplish maintenance using either Government staff, the national maintenance contract, or through a local contract. The RD is

responsible for recommending a Contracting Officer's Technical Representative (COTR) and technical monitor(s) (TM) to the CO(s) and ensuring the COTR and TM(s) have been appropriately trained.

3.2 Contracting Officer (CO). Where NWR maintenance is performed by the national maintenance contractor, the CO will designate a WSH (national) COTR and assistant COTRs. Where NWR maintenance is performed by a local contract, the CO will designate a COTR and TM(s).

3.3 Contracting Officer's Technical Representative (COTR). As the technical authority, the COTR's responsibilities include the following:

- a. Be familiar with the terms and conditions of the contract;
- b. Assure that the contractor performs the technical requirements of the contract, and notify the contractor and CO of deficiencies observed;
- c. Perform or cause to be performed inspections necessary in connection with the performance of the contract;
- d. Maintain written records of all communications with the contractor and CO concerning technical aspects of the contract;
- e. Issue written interpretations through the CO of technical requirements related to the Government statement of work;
- f. Assure timely return of repairable items to the National Reconditioning Center or the maintenance contractor's depot, as directed;
- g. Coordinate site access of contractor personnel when required; and
- h. Provide copies of contract documentation to technical monitors.

3.4 Technical Monitor (TM). The duties of the TM include:

- a. Be familiar with the terms and conditions of the contract;
- b. Perform acceptance tests on new or modified NWR systems; the regional COTR has authority to accept or reject systems not meeting technical/contract requirements;
- c. Coordinate maintenance efforts among contractors and utility personnel. The technical monitor should make every effort to expedite contractor response to ensure continued operation of the NWR system.
- d. Provide technical guidance to local contractors, as required;

- e. Perform special electronic tests, as required, outside the scope of contract maintenance (e.g., identifying the cause and then eliminating radio frequency interference, performing field intensity measurements), and authorize corrective adjustments to ensure proper system operation (excluding equipment modifications); and
- f. Perform special functions (e.g., field liaison), as required, with other governmental entities, site development, etc.

4. Emergency Measures. When an NWR system is maintained under contract, the contractor is responsible for maintenance under the terms and conditions of the contract. The Government reserves the right to return equipment to operating condition when circumstances dictate. When the Government does so, it must notify the CO of the action(s) taken as soon as practical after the occurrence, if it was not reasonable to obtain prior CO approval. And, in all cases, the Government must follow procedures governing actions of this nature.

5. Documentation. The office responsible for each NWR system will accurately document the time and nature of equipment failures and preventative maintenance actions in the Engineering Management Reporting System following the instructions in NWS Instruction 30-2104, *Maintenance Documentation*. The regional COTR and/or TM will document conditions of contractor noncompliance. COTR(s) should present documentation to the CO. TM(s) should present documentation to the CO through the appropriate COTR.